

## Quoizel Limited Product Warranty Details

### What We Cover

#### Limited Product Warranty

Quoizel warrants that its lighting products will be free from defects in materials and workmanship under normal use and service when purchased from an authorized Quoizel retailer.

Warranty coverage begins on the original date of purchase.

#### Standard Warranty

All Quoizel lighting products are covered for a period of **three (3) years** from the date of purchase.

#### Glass & Shades

Glass and shade components are covered for **ninety (90) days** from the date of purchase.

#### Extended Outdoor Finish Coverage

Outdoor fixtures featuring our Seaside Armour finishes are warranted against finish defects for a period of **five (5) years** from the date of purchase.

### What You Need

#### Proof of Purchase

Please keep your proof of purchase, such as a dated receipt or order confirmation from an authorized retailer. This is required to confirm your warranty coverage.

### What's Included

If a product is found to have a covered defect during the applicable warranty period, Quoizel will, at its discretion:

- Repair or replace the product or defective component
- Or provide an appropriate resolution

Replacement products or parts may not be identical to the original but will be of comparable value and function.

We want your lighting to last, and we'll work with you to make it right.

## What's Not Covered

The following are not covered under this warranty:

- Labor costs, including removal or reinstallation
- Shipping and freight fees
- Light bulbs
- Normal wear and finish changes that occur over time
- Damage resulting from misuse, improper installation or storage, accident, or exposure beyond normal use
- Force majeure events, including but not limited to acts of nature, severe weather, natural disasters, or other events beyond Quoizel's control

Normal wear and finish changes may occur over time, particularly in outdoor environments. Environmental exposure may accelerate these changes and is considered normal wear based on location and use.

## Who Is Covered

### Warranty Eligibility

This warranty applies only to the **original purchaser** and only to products installed and used in accordance with Quoizel instructions and intended applications.

## When Warranty Does Not Apply

### Limitations

The warranty does not apply if:

- Proof of purchase cannot be provided
- The product is not in the possession of the original purchaser
- The product has been altered, modified, or repaired by anyone other than Quoizel or an authorized service provider
- The caution label on the product has been removed

## How to Request Warranty Service

Warranty service may be requested by email at **customerservice@quoizel.com** or by telephone at **(800) 645-3184**, Monday through Friday, between **9:30 a.m. and 3:00 p.m. Eastern Time**. For the most timely response, email inquiries are preferred.